



COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

D.T.C. 11-16

June 12, 2012

Petition of Recipients of Collect Calls from Prisoners at Correctional Institutions in
Massachusetts Seeking Relief from the Unjust and Unreasonable Cost of such Calls

NOTICE OF PUBLIC HEARING

On November 10, 2011, the Massachusetts Department of Telecommunications and Cable ("Department"), pursuant to G. L. c. 159, §§ 14, 17 and 24, docketed the above-mentioned Petition from recipients of collect calls from prisoners at correctional institutions ("Petitioners") requesting investigation into and relief from the rates and telephone service quality provided by inmate calling services providers. On January 19, 2012, and January 20, 2012, service providers Global Tel*Link Corporation ("Global Tel") and Securus Technologies, Inc. ("Securus"), respectively, responded to the Petition by asking the Department to close the docket because Petitioners have failed to state a claim that merits an investigation.¹ Response of Global Tel at 2; Response of Securus at 2-4.

Pursuant to G. L. c. 159 § 24, the Department will hold a public hearing on July, 19, 2012 to receive public comments regarding the rates and service quality issues raised in the Petition. The public hearing will be held at:

Department of Telecommunications and Cable
1000 Washington Street
Hearing Room 1E
Boston, MA 02118

¹

A third service provider, Inmate Calling Solutions, LLC ("ICS") filed its response on January 18, 2012, in which it stated in relevant part that the "Petition does not state any claim or allegation regarding ICS and, therefore, ICS can find no portion to which a response is warranted with respect to its own operations and service." Response of ICS at ¶ 2.

The public hearing will be divided into a separate session for each of the three service providers at the following times:

Session 1—10:00 am to 12:00 pm: Global Tel*Link Corporation

Session 2—12:30 pm to 2:30 pm: Securus Technologies, Inc.

Session 3—3:00 pm to 5:00 pm: Inmate Calling Solutions, LLC

Members of the public and elected officials are invited to attend and comment. Persons wishing to comment on this matter may appear at the public hearing or file written comments with Catrice C. Williams, Secretary to the Department of Telecommunications and Cable, 1000 Washington Street, STE 820, Boston, Massachusetts 02118. Written comments must be filed no later than the close of business (5:00 p.m.) on Wednesday, July 18, 2012.

If possible, please submit a copy of all comments to the Department in electronic format by e-mail attachment to dtc.efiling@state.ma.us and Catrice.Williams@state.ma.us. The text of the e-mail must specify: (1) the docket number of the proceeding, D.T.C. 11-16; (2) the name of the person or company submitting the comment; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Text responses should be formatted as either Microsoft Word or Adobe PDF compatible files. Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's web site: <http://www.mass.gov/dtc>.

Any questions regarding this proceeding should be directed to Catrice C. Williams at catrice.williams@state.ma.us or at 617-305-3580.

By Order of the Department

/s/ Catrice C. Williams
Catrice C. Williams, Secretary